



US009407588B2

(12) **United States Patent**
Low et al.

(10) **Patent No.:** **US 9,407,588 B2**
(45) **Date of Patent:** ***Aug. 2, 2016**

(54) **MESSAGE PROCESSING SYSTEM**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

This patent is subject to a terminal disclaimer.

(21) Appl. No.: **14/839,283**

(22) Filed: **Aug. 28, 2015**

(65) **Prior Publication Data**

US 2015/0372956 A1 Dec. 24, 2015

Related U.S. Application Data

(63) Continuation of application No. 14/325,861, filed on Jul. 8, 2014, now Pat. No. 9,124,542, which is a continuation of application No. 13/745,561, filed on Jan. 18, 2013, now abandoned, which is a continuation of application No. 10/009,575, filed as application No. PCT/AU00/00454 on May 12, 2000, now Pat. No. 8,359,289.

(30) **Foreign Application Priority Data**

May 12, 1999 (AU) PQ 0302

(51) **Int. Cl.**

G06F 17/30 (2006.01)

H04L 12/58 (2006.01)

G06Q 10/10 (2012.01)

(52) **U.S. Cl.**

CPC **H04L 51/12** (2013.01); **G06Q 10/107** (2013.01); **H04L 12/585** (2013.01); **H04L 51/14** (2013.01);

(Continued)

(58) **Field of Classification Search**

CPC G06F 17/30675; G06F 17/3089; G06F 17/30884

USPC 709/206; 707/608
See application file for complete search history.

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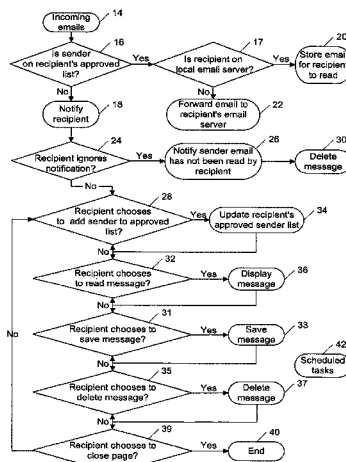
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(57) **ABSTRACT**

A message processing system is disclosed herein. A client computing device may receive an electronic message from a server via a network and via a forwarding operation on a condition that the electronic message is approved to be forwarded to a recipient. The client computing device may then receive from the server a message that the electronic message is unapproved, wherein the message includes a URL to view the unapproved electronic message and the electronic message is stored on the server with an indication that the electronic message is unapproved. The client computing device may then receive a list of unapproved electronic messages to display, wherein associated with the list are selectable options including to send the unapproved electronic message, to add a sender of the unapproved electronic message to an approved sender list, and to delete the unapproved electronic message.

20 Claims, 2 Drawing Sheets



(52) U.S. CL.

CPC G06F 17/3089 (2013.01); G06F 17/30675
(2013.01); G06F 17/30884 (2013.01); H04L
12/587 (2013.01)

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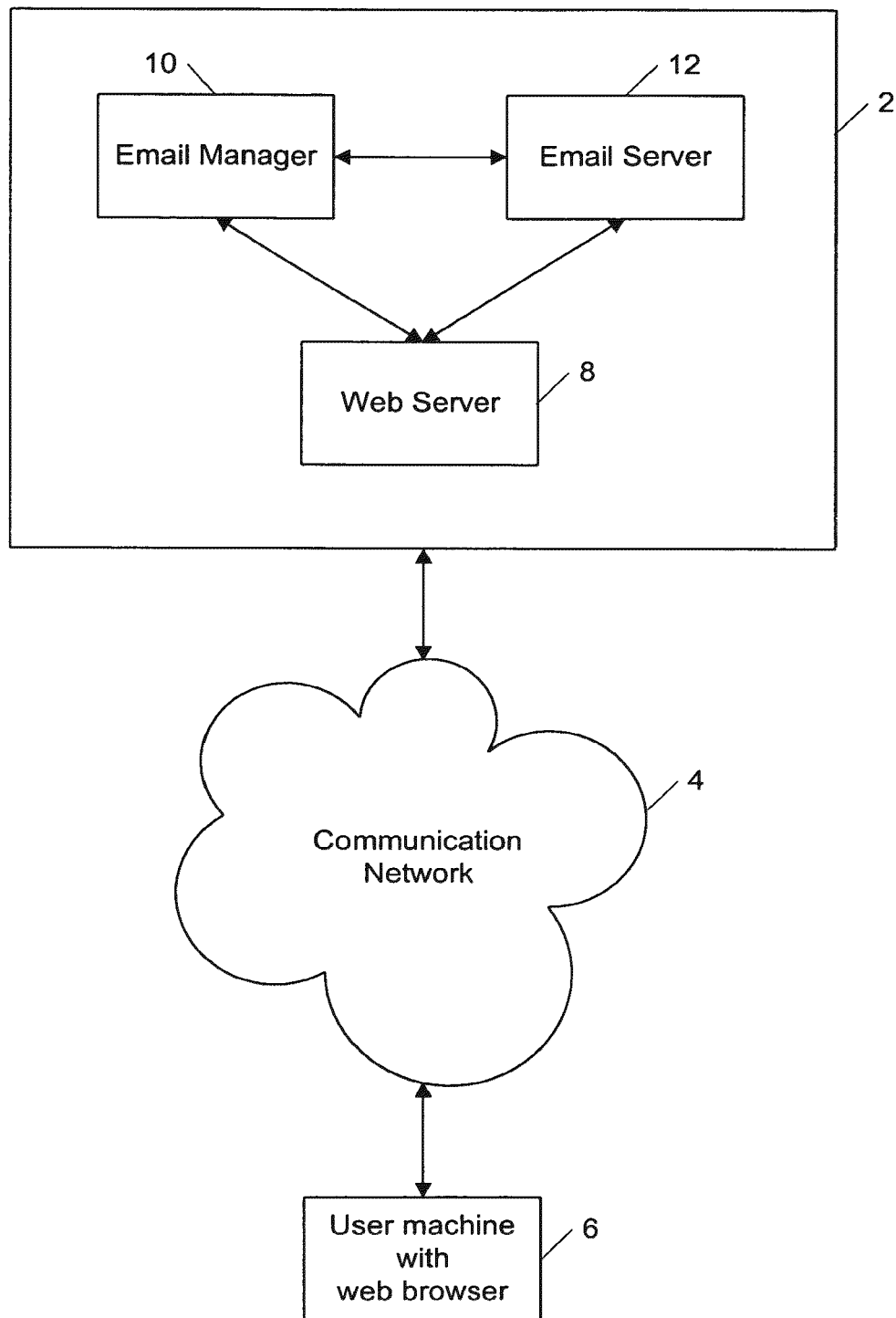
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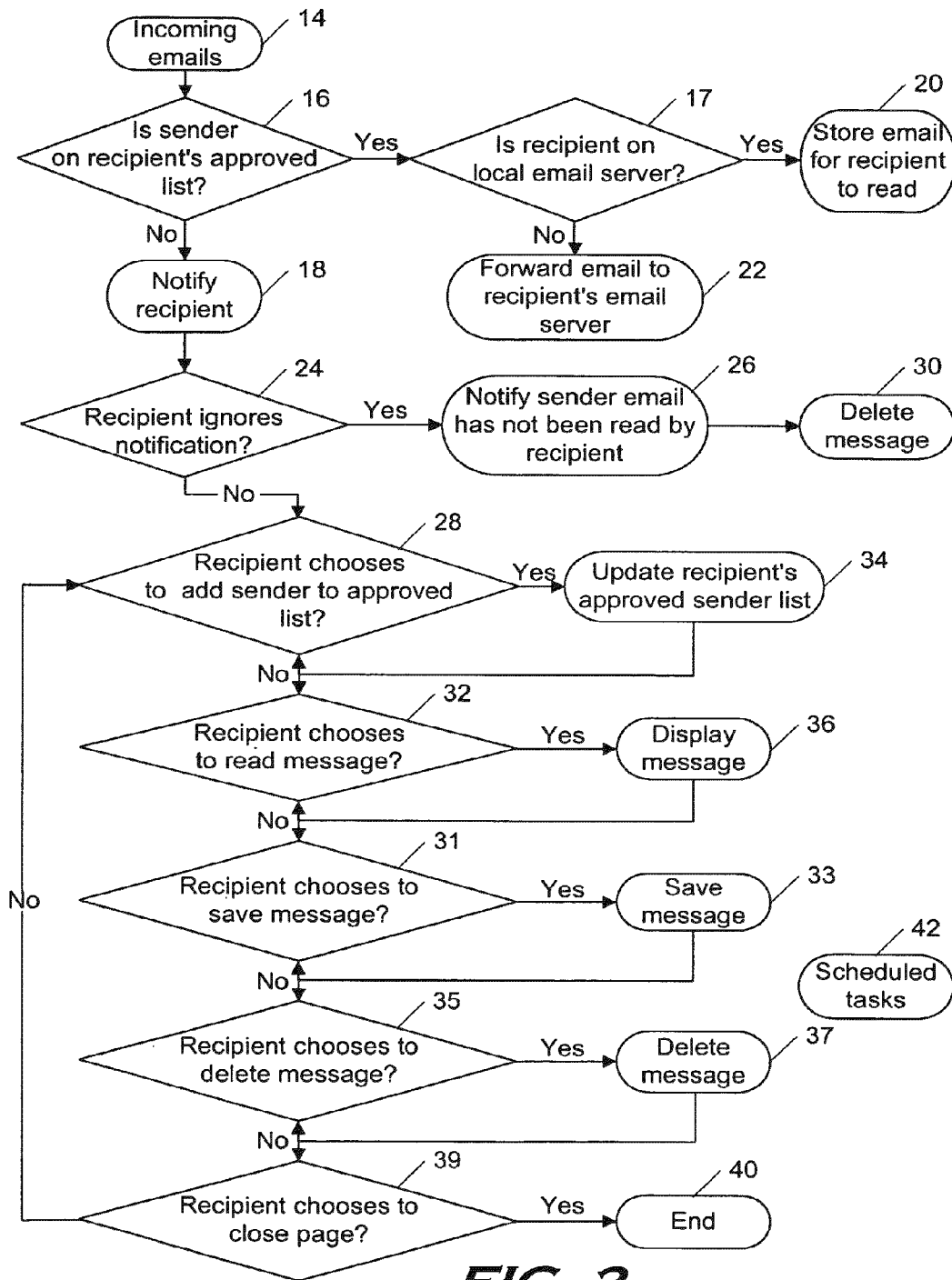
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**FIG. 1**



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MESSAGE PROCESSING SYSTEM**CROSS-REFERENCE TO RELATED APPLICATIONS**

This application is a continuation of U.S. patent application Ser. No. 14/325,861, filed Jul. 8, 2014, which is a continuation of U.S. patent application Ser. No. 13/745,561, filed Jan. 18, 2013, now abandoned, which is a continuation of U.S. patent application Ser. No. 10/009,575, filed Aug. 6, 2002, which issued as U.S. Pat. No. 8,359,289 on Jan. 22, 2013, which is the U.S. National Phase of International Application No. PCT/AU00/00454, filed May 12, 2000, which claims the benefit of Australian Provisional Patent Application No. PQ 0302, filed May 12, 1999, the contents of which are incorporated herein by reference in their entirety.

BACKGROUND OF THE INVENTION**1. Field of the Invention**

The present invention relates to a message handling process and a message processing system, which may be used to deal with unsolicited and unapproved electronic messages.

2. Description of the Related Art

Electronic messaging, particularly the use of e-mail over the Internet, has been enthusiastically adopted by large numbers of people, who have taken advantage of the inherent efficiencies and convenience of electronic messaging. One unfortunate consequence of Internet e-mail, however, has been the proliferation of unsolicited and unwanted e-mail messages, often referred to as "spam", which people receive. Various methods have been developed to restrict or prevent spam from reaching intended recipients. The methods have included both technical and legal measures which to date have met with mixed results. None have eliminated the problem of spam, nor prevented "spammers" from sending their messages and seeking to subvert the measures.

One of the technical measures includes applying a spam filter which processes an incoming message to determine whether it should be forwarded to the recipient or not. The disadvantage associated with such filters is that inevitably useful messages for the recipient are inadvertently filtered and never received.

It is desired to provide a method and system which provides a useful alternative or which allows management of unsolicited messages without seeking to simply restrict or filter incoming messages.

SUMMARY OF THE INVENTION

The present invention relates to a message handling process, including:

determining if a message is approved for the recipient of the message;
processing the message for subsequent viewing by the recipient if the message is approved; and
notifying the recipient and storing the message if the message is unapproved.

The present invention also provides a message processing system, including:

means for determining if a message is approved for the recipient of the message;
means for processing the message for subsequent viewing by the recipient if the message is approved; and
means for notifying the recipient and storing the message if the message is unapproved.

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The present invention also provides a message processing system, including:

an electronic message server for receiving and storing electronic messages for a recipient; and

an electronic message manager for processing electronic messages for a recipient to determine if the electronic messages are approved based on stored criteria, sending approved electronic messages for the recipient to a location for access by the recipient, and storing and sending a notification to the recipient of unapproved messages.

BRIEF DESCRIPTION OF THE DRAWINGS

A preferred embodiment of the present invention is hereinafter described, by way of example only, with reference to the accompanying drawings, wherein:

FIG. 1 is a block diagram of a preferred embodiment of a message processing system connected to a communications network; and

FIG. 2 is a flow diagram of the message handling process executed by the message processing system.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENT

A message processing system 2, as shown in FIG. 1, is provided by a computer which may be a Unix server. The system 2 includes standard web server 8 and e-mail server 12 so that the system 2 can operate as a web server and can also operate as an e-mail server, i.e. a standard POP3/SMTP/IMAP e-mail server. The system 2 also includes e-mail manager 10 stored on the server which includes program code and database code that establishes a database on the system 2. The code of the email manager 10 causes the system 2 to execute the message handling steps described below. Although shown on one machine, it will be understood by those skilled in the art that components 8, 10 and 12 of the system 2 can be distributed amongst a number of machines in different locations, provided the components 8, 10 and 12 can communicate with one another, as shown in FIG. 1. Also it will be understood that the e-mail manager could be provided at least in part by application specific integrated circuits (ASICs) which execute the steps of the message handling process.

A user of the system 2 is able to access the system 2 via a communications network 4 using a standard computer 6 with a web browser. The communications network 4 may be, for example, the Internet or a LAN. For instance, the system 2 may be part of a corporate intranet, and act as a gateway for the intranet to the Internet. The system 2 may also be controlled by a service provider simply providing an e-mail service via the Internet. The service provider can then service any users which can connect via the Internet, including the users of corporate networks. Users, including companies, which use the system are registered and identified as being users by the e-mail manager 10. All e-mails for the users are then directed to the system 2.

The message handling method executed by the system 2, and in particular the e-mail manager 10, is shown in FIG. 2. For incoming e-mails received by the system 2 for the users, at step 14, the e-mail manager 10 determines, at step 16, whether the e-mail message is approved. Approval of an e-mail message can be based on a number of criteria, with the simplest being whether the sender of the message is on a list of approved senders for the intended recipient that is stored on the database of the e-mail manager 10. If the message is approved at step 16, a forward procedure is executed and a determination is made at step 17 as to whether the recipient

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collects e-mail messages from the e-mail server **12** directly. If so, the message is stored on the e-mail server **12** at step **20** for retrieval from the e-mail server **12** in the normal manner. Otherwise the e-mail server **12** forwards the message to the recipient's e-mail server at step **22** via the communications network **4**.

If it is determined at step **16** that the message is not approved, then the system **2** notifies the recipient, at step **18**, that it has disallowed a received message for the recipient. The recipient can be notified by a number of communications methods, such as by e-mail or by a telephone call over the network **4**. On receipt of the notification at step **18**, the recipient can direct their web browser to the web server **8** and view a list of disallowed messages. From the list, the user can execute a number of actions, such as read the message, select a sender of a message to be added to the approved list stored by the e-mail manager **10** or simply delete messages.

At step **18**, the sender of an e-mail that has been disallowed by the system **2** is notified by e-mail that their message has been held in a pending mailbox because they were not on the recipient's list of authorised e-mail senders. The sender is also informed by e-mail that if they wish to ensure that the recipient reads the e-mail, the sender should use other means, such as telephone, to inform the recipient that they have been sent an e-mail and ask that the recipient add the sender's e-mail address to the recipient's list of authorised senders.

The e-mail manager **10** uses the e-mail server **12** to send the notifications at step **18** by e-mail, and the e-mail for the recipient includes a URL for the web server **8**. A recipient can then respond to the notification by selecting the URL and pointing the browser to the web server **8**. The e-mail manager **10** determines at step **24**, after a predetermined period of time, whether or not the recipient has ignored the notification sent by e-mail. If the notification is ignored, the system **2** sends a return e-mail, at step **26**, notifying the sender that the sent message has not been read by the recipient. The message is then deleted at step **30**.

If the recipient responds to the e-mail notification so as to direct the recipient's browser to the system **2**, the browser communicates with the web server **8** which sends a web page, designated by the URL. The web page displays a list of messages not approved by the e-mail manager **10** with the recently sent message being highlighted or selected. The e-mail manager **10** then enters a loop which allows a number of functions to be executed. At step **28** the e-mail manager **10** determines whether the recipient has selected on the web page an option to add the sender of the highlighted message to the approved list maintained by the e-mail manager **10**. If not, operation of the e-mail manager **10** proceeds to step **32**, otherwise the e-mail manager **10** will update the recipient's approved list to add the sender, at step **34**, and then proceed to step **32**. At step **32**, the e-mail manager **10** determines whether the recipient has chosen an option on the web page to read the highlighted message, and if not, operation proceeds to step **31**. Otherwise, the message is displayed at step **36** for the recipient's browser, and operation proceeds to step **31**. At step **31**, the manager determines whether the recipient has selected an option on the web page to save the highlighted or read message, and if so, operation proceeds to step **33** to save the message. At step **33**, the forward procedure is called to execute step **17** for the message and proceed to either step **20** or **22** to save the message and then return to the loop. At step **35**, the e-mail manager **10** determines whether the recipient has selected an option to delete the highlighted or read message. If so, the message is deleted at step **37**, and operation returns to the loop. At step **39**, a determination is made, based on activity of the recipient, as to whether the recipient has

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directed its browser away from or closed the web page, and if so, the loop is exited and operation ends at step **40**.

The e-mail manager **10** also executes scheduled tasks **42** to delete unapproved messages on which no action has been taken by recipients for a predetermined period of time, and notify senders as in step **26**. Alternatively, the scheduled tasks may be set for a recipient so that unapproved messages on which no action has been taken for a predetermined period of time are stored or saved automatically by calling the forward procedure to execute step **17** and proceed to either step **20** or **22**.

The above system **2** and management method are particularly advantageous as they provide users with the capability to manage unsolicited or unapproved e-mail messages without having the messages inadvertently removed by a message filter. The management facilities provided by the system **2** are web browser based, and provides significant additional management services to users of browser based e-mail services, such as those provided by Hotmail and Yahoo.

Many modifications will be apparent to those skilled in the art without departing from the scope of the present invention as herein described with reference to the accompanying drawings.

What is claimed is:

1. A method comprising:

receiving, by a client computing device from a server via a network, a first signal including an electronic message on a condition that the electronic message is approved to be forwarded to a recipient;

receiving, by the client computing device from the server, a second signal including a message that the electronic message is unapproved, wherein the message includes a URL to view the unapproved electronic message and the electronic message is stored on the server with an indication that the electronic message is unapproved; and

receiving, by the client computing device, a list of unapproved electronic messages to display, wherein associated with the list are selectable options including to send the unapproved electronic message, to add a sender of the unapproved electronic message to an approved sender list, and to delete the unapproved electronic message.

2. The method of claim 1 further comprising:

receiving, by the client computing device from the server, a notification message with a link to network data having the list of unapproved electronic messages.

3. The method of claim 2, wherein the notification message is an email message.

4. The method of claim 1 further comprising:

receiving, by the client computing device from the server, criteria to determine whether the electronic message is approved.

5. The method of claim 4, wherein the criteria comprises the approved sender list.

6. The method of claim 1, wherein the unapproved electronic message is unread.

7. The method of claim 1, wherein the list of unapproved electronic messages does not include a self-removing message indicator.

8. A user device comprising:

a computing device configured to receive, from a server via a network, a first signal including an electronic message on a condition that the electronic message is approved to be forwarded to a recipient;

the computing device is further configured to receive, from the server, a second signal including a message that the electronic message is unapproved, wherein the message

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includes a URL to view the unapproved electronic message and the electronic message is stored on the server with an indication that the electronic message is unapproved; and

the computing device is further configured to receive a list of unapproved electronic messages to display, wherein associated with the list are selectable options including to send the unapproved electronic message, to add a sender of the unapproved electronic message to an approved sender list, and to delete the unapproved electronic message.

9. The user device of claim 8 further comprising:

the computing device is further configured to receive a notification message with a link to network data having the list of unapproved electronic messages.

10. The user device of claim 9, wherein the notification message is an email message.

11. The user device of claim 8 further comprising:

the computing device is further configured to receive criteria to determine whether the electronic message is approved.

12. The user device of claim 11, wherein the criteria comprises the approved sender list.

13. The user device of claim 8, wherein the unapproved electronic message is unread.

14. The user device of claim 8, wherein the list of unapproved electronic messages does not include a self-removing message indicator.

15. A computer-readable storage medium with stored instructions executable by a computer, the instructions comprising:

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instructions to receive, from a server via a network, a first signal including an electronic message on a condition that the electronic message is approved to be forwarded to a recipient;

instructions to receive, from the server, a second signal including a message that the electronic message is unapproved, wherein the message includes a URL to view the unapproved electronic message and the electronic message is stored on the server with an indication that the electronic message is unapproved; and

instructions to receive a list of unapproved electronic messages to display, wherein associated with the list are selectable options including to send the unapproved electronic message, to add a sender of the unapproved electronic message to an approved sender list, and to delete the unapproved electronic message.

16. The computer-readable storage medium of claim 15 further comprising:

instructions to receive a notification message with a link to network data having the list of unapproved electronic messages.

17. The computer-readable storage medium of claim 15 further comprising:

instructions to receive criteria to determine whether the electronic message is approved.

18. The computer-readable storage medium of claim 17, wherein the criteria comprises the approved sender list.

19. The computer-readable storage medium of claim 15, wherein the unapproved electronic message is unread.

20. The computer-readable storage medium of claim 15, wherein the list of unapproved electronic messages does not include a self-removing message indicator.

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